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PATENT
Docket No. KANA.P0006

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Assistant Commissioner for Patents, Washington, D.C. 20231, on November 21, 2000.

Shannon Lester

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of:

Frank A. Galdes

Serial No.: 09/137,989

Filing Date: 8/21/98

For: A METHOD AND APPARATUS FOR
NETWORK BASED CUSTOMER
SERVICE

Examiner: Ruay Lian Ho

Group Art Unit: 2771

SUBMISSION OF FORMAL DRAWINGS

Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Enclosed are eight (8) sheets of formal drawings in connection with the above-identified patent application.

Respectfully submitted,

Dated: November 21, 2000

By:

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